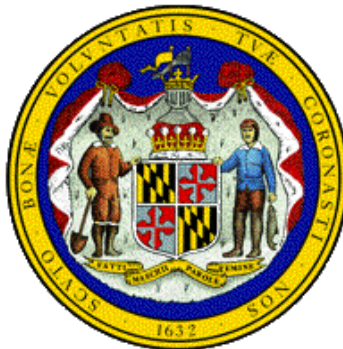




The Children's Services Outcome Measurement System Annual System Implementation Report

FY 2010



**Presented by the
The Governor's Office For children**

October 1, 2010

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Children's Services Outcomes Measurement System Overview

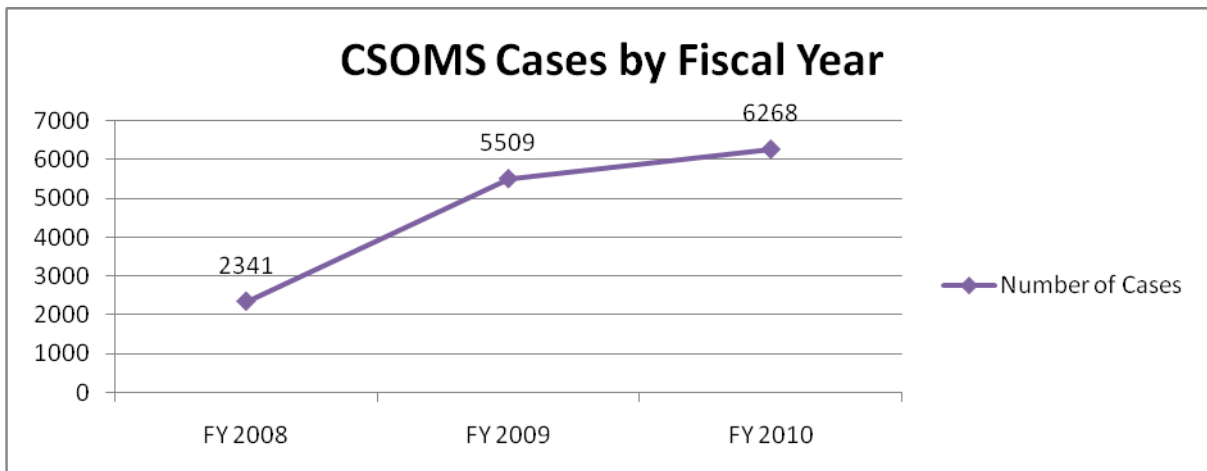
The Children's Services Outcomes Measurement System (CSOMS) was developed to evaluate the outcomes of services provided by residential child care programs and treatment foster care providers that are state operated or state supported in accordance with Human Services Article § 8-1004.

The Children's Services Outcomes Measurement System (CSOMS) has been in operation since July 1, 2008. For more than two years, CSOMS has functioned as a live evaluation system, a positive outcomes evaluation tool for state agencies and providers, and has implemented a data collection process that is easy for the State Agencies, Local Lead Agencies, and service providers to utilize.

Through the use of the CSOMS, an evaluation of program performance can be determined. The CSOMS equips providers with the ability to enter individual specific data in order to evaluate the child's placement, living environment, family situation, educational and vocational development, and outcomes associated with learning positive behavioral habits. The CSOMS has the ability to develop reports at an individual, program, jurisdiction, and or agency level.

CSOMS Current Implementation Status

During the initial implementation phase, fiscal year 2008, 2,341 cases were entered into the system. During fiscal year 2009 5,509 cases were entered and 6,268 cases were entered during fiscal year 2010. Providers have made consistent effort to ensure they are entering cases into CSOMS.



The cases entered into the CSOMS during fiscal year 2010 represent 97.32% from State Lead Referral Agencies (Department of Human Resources (DHR) 78.68%; Core Service Agency (CSA) 0.02%;

Mental Hygiene Administration (MHA) 0.00%; Department of Juvenile Services (DJS) 17.07%; Developmental Disabilities Administration (DDA) 0.26%; and Maryland State Department of Education (MSDE)/Local School System (LSS) 1.30%), 0.14% from In-State Private pay, 0.34% from Out-of-State Private pay, and 2.20% from Out-of-State Agencies.

House Bill 713 and Senate Bill 690 passed during the 2009 legislative session. They require private treatment foster care programs (PTFCP) to begin using the outcomes measurement system starting July 1, 2009 and foster homes approved by Local Departments of Social Services and residential programs operated by or under contract with Department of Juvenile Services, except detention facilities and shelters, to begin using the outcomes measurement system by July 1, 2011.

As indicated in the October 1, 2009 report approximately 59% of the PTFCP had begun utilization of CSOMS. As of September 2, 2010, 83.3% of the PTFCP complied with the requirement. The Governor's Office for Children (GOC) and the DHR are currently working on a memorandum of understanding to develop a bridge with the University of Maryland's Children's Outcomes Management Center (COMC) KIDnet system to transfer the data PTFCP's using that system into CSOMS. Once completed the utilization by PTFCP's will increase. GOC will continue to provide support to the agencies in an effort to assist providers that have not yet entered data into the system.

CSOMS Training & Technical Assistance

The GOC staff has provided and will continue to provide training and ongoing technical assistance in an effort to ensure the system is properly and consistently utilized to meet the requirements of the Article.

Through the Interagency Licensing Committee, a standing committee of the Children's Cabinet, State Agencies that license, place, and or fund out-of-home placements are working to develop a uniform process to address provider compliance with requirements of the legislation.

CSOMS Stakeholder Committee

In an effort to maintain the quality of the CSOMS data and continue ongoing collaboration with the provider community the CSOMS Stakeholder's Committee will continue to meet quarterly to address ongoing issues and make recommendations for expansions, improvements, and updates to the system.

Through the Stakeholders meeting a need was identified to develop workgroups so that providers and state agencies could have an opportunity to share information, exchange ideas, and address specific concerns with CSOMS as it pertains to policy, outcomes and information technology (IT) support. It is the goal of the three workgroups to provide a coordinated approach to foster communication, collaboration, and connections from a broad base of stakeholders. Each workgroup is co-chaired by a provider and state agency representative.

Policy Workgroup

The Policy Workgroup will review existing legislation to ensure that current policy and practices are aligned. They will review and revise screen instructions to include a more detailed description of the policies. Language will be developed to be considered for inclusion in COMAR 14.31.06 for CSOMS utilization. The workgroup will also develop policy for the monitoring and implementation (state agency and provider organizations) of CSOMS.

Outcomes Workgroup

The Outcomes Workgroup is primarily responsible for reviewing the eight outcomes identified in Human Services Article § 8-1004 to ensure that priority indicators and measurements are developed and align with the statute. Once the indicators and measurements for each outcome have been identified the workgroup will develop a pilot test and review the data for each outcome. The workgroup will develop a process and protocol for evaluation of the outcomes data to be included in the annual CSOMS report.

IT Support Workgroup

The IT Support Workgroup will focus on how the current system (CSOMS, CANS, and Resource Directory) operates to ensure efficient functioning. This workgroup will review suggestions for enhancements; establishing bridges and information sharing; address data entry issues; trainings; reports.

Appendix: CSOMS Implementation Status Reports

FY 2008-2010

FY 2008 CSOMS Status Report - Served By Jurisdiction

Start Date: 07/01/2007 - End Date: 06/30/2008

Referral Agency : All

Provider Name: All

Jurisdiction	Population Flow Counts: Children								Leading Referral Agency: % Breakdown of Referrals									
	First Day	Newly Served	Newly Served		Served	Exits	Last Day	Avg LOS (Weeks)	MSDE							In-State		
			Male	Female					DHR	CSA	DJS	DDA	MHA	/LSS	Missing	Private	Agencies	OOS Private Pay & N/A
Allegany County	6	7	6	1	13	0	13	0.00	62%	0%	38%	0%	0%	0%	0%	0%	0%	0%
Anne Arundel County	28	39	23	16	67	0	67	0.00	79%	0%	15%	0%	0%	6%	0%	0%	0%	0%
Baltimore City	567	514	299	215	1,081	4	1,077	49.00	92%	0%	5%	0%	0%	3%	0%	0%	0%	0%
Baltimore County	136	163	94	69	299	2	297		91%	0%	5%	0%	0%	4%	0%	0%	0%	0%
Calvert County	7	17	14	3	24	0	24	0.00	50%	0%	46%	0%	0%	4%	0%	0%	0%	0%
Caroline County	3	3	2	1	6	0	6	0.00	33%	17%	33%	0%	0%	17%	0%	0%	0%	0%
Carroll County	6	16	12	4	22	1	21	10.00	32%	0%	59%	0%	0%	9%	0%	0%	0%	0%
Cecil County	11	11	7	4	22	0	22	0.00	91%	0%	5%	0%	0%	5%	0%	0%	0%	0%
Charles County	9	12	4	8	21	0	21	0.00	71%	0%	24%	5%	0%	0%	0%	0%	0%	0%
Dorchester County	0	5	5	0	5	0	5	0.00	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
Frederick County	22	29	15	14	51	1	50	77.00	80%	0%	14%	0%	0%	6%	0%	0%	0%	0%
Garrett County	3	1	1	0	4	0	4	0.00	75%	0%	25%	0%	0%	0%	0%	0%	0%	0%
Harford County	26	56	40	16	82	1	81	7.00	76%	1%	22%	0%	0%	1%	0%	0%	0%	0%
Howard County	8	17	12	5	25	0	25	0.00	72%	0%	8%	0%	0%	16%	0%	4%	0%	0%
Kent County	5	6	6	0	11	0	11	0.00	9%	0%	64%	0%	0%	18%	0%	9%	0%	0%
Montgomery County	61	75	48	27	136	0	136	0.00	72%	1%	15%	1%	0%	10%	0%	1%	0%	0%
Out Of State	36	29	19	10	65	1	64	-12.0	2%	6%	5%	3%	2%	6%	0%	0%	60%	17%
Prince George's County	84	106	68	38	190	0	190	0.00	86%	0%	12%	0%	0%	2%	0%	0%	0%	0%
Queen Anne's County	4	5	4	1	9	0	9	0.00	33%	0%	44%	11%	0%	0%	0%	11%	0%	0%
Somerset County	10	12	6	6	22	0	22	0.00	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
St. Mary's County	13	20	15	5	33	1	32	44.00	82%	0%	15%	0%	0%	3%	0%	0%	0%	0%
Talbot County	9	3	1	2	12	0	12	0.00	83%	0%	17%	0%	0%	0%	0%	0%	0%	0%
Washington County	16	59	46	13	75	0	75	0.00	60%	0%	40%	0%	0%	0%	0%	0%	0%	0%
Wicomico County	16	30	15	15	46	1	45	47.00	80%	4%	15%	0%	0%	0%	0%	0%	0%	0%
Worcester County	11	9	3	6	20	0	20	0.00	90%	0%	10%	0%	0%	0%	0%	0%	0%	0%
All Jurisdictions:	1097	1244	765	479	2341	12	2329	50.00		0.00%	10.73%	0.43%	0.00%	3.61%	0.00%	0.21%	1.67%	0.47%

Summary Report

S:
DHR: 82.88% **CSA:** 0.00% **MHA:** 0.00%
DJS: 10.73% **DDA:** 0.43% **MSDE/LSS:** 3.61%
IP:
OOS Private Pay: 0.09%
OP:
N/A: 0.39%
O:

Note: **S** (Maryland State Agency *DHR, CSA, DJS, DDA, MHA, MSDE/LSS*), **IP** (In-State Maryland Private Pay), **OP** (Out-of-State Private Pay and N/A), **O** (Out-of-State Agency)

FY 2009 CSOMS Status Report - Served By Jurisdiction

Start Date: 07/01/2008 - End Date: 06/30/2009

Referral Agency : All

Provider Name: All

Population Flow Counts: Children								Leading Referral Agency: % Breakdown of Referrals										
Jurisdiction	First Day	Newly Served	Newly Served		Served	Exits	Last Day	Avg LOS (Weeks)	MSDE							In-State Private	OOS Agencies	OOS Private Pay & N/A
			Male	Female					DHR	CSA	DJS	DDA	MHA	/LSS	Missing			
Allegany County	13	21	11	10	34	10	24	38.00	68%	0%	32%	0%	0%	0%	0%	0%	0%	0%
Anne Arundel County	67	127	101	26	194	86	108	27.00	59%	1%	37%	0%	0%	4%	0%	0%	0%	0%
Baltimore City	1,077	1,366	842	524	2,443	749	1,694	30.00	85%	0%	13%	0%	0%	2%	0%	0%	0%	0%
Baltimore County	297	351	219	132	648	235	413	37.00	85%	0%	13%	0%	0%	2%	0%	0%	0%	0%
Calvert County	24	28	18	10	52	22	30	19.00	48%	0%	50%	0%	0%	2%	0%	0%	0%	0%
Caroline County	6	19	13	6	25	6	19	58.00	44%	12%	36%	0%	0%	4%	0%	4%	0%	0%
Carroll County	21	63	42	21	84	56	28	20.00	29%	0%	69%	0%	0%	2%	0%	0%	0%	0%
Cecil County	22	22	14	8	44	13	31	35.00	73%	5%	20%	0%	0%	2%	0%	0%	0%	0%
Charles County	21	32	20	12	53	22	31	33.00	57%	0%	40%	2%	0%	2%	0%	0%	0%	0%
Dorchester County	5	9	5	4	14	4	10	39.00	50%	0%	43%	0%	7%	0%	0%	0%	0%	0%
Frederick County	50	83	50	33	133	74	59	26.00	73%	0%	24%	0%	0%	3%	0%	0%	0%	0%
Garrett County	4	24	16	8	28	14	14	68.00	75%	0%	25%	0%	0%	0%	0%	0%	0%	0%
Harford County	81	91	48	43	172	67	105	31.00	75%	1%	23%	0%	0%	1%	0%	0%	0%	0%
Howard County	25	42	28	14	67	33	34	23.00	73%	0%	18%	0%	0%	7%	0%	1%	0%	0%
Kent County	11	12	9	3	23	8	15	47.00	22%	0%	65%	0%	0%	9%	0%	4%	0%	0%
Montgomery County	136	264	130	134	400	182	218	27.00	76%	1%	18%	0%	0%	4%	0%	1%	0%	0%
Out Of State	64	58	37	21	122	23	99	68.00	4%	3%	5%	2%	1%	6%	0%	0%	67%	12%
Prince George's County	190	296	173	123	486	106	380	32.00	77%	0%	23%	0%	0%	1%	0%	0%	0%	0%
Queen Anne's County	9	32	14	18	41	22	19	55.00	41%	0%	51%	5%	0%	0%	0%	2%	0%	0%
Somerset County	22	16	9	7	38	9	29	34.00	92%	0%	8%	0%	0%	0%	0%	0%	0%	0%
St. Mary's County	32	34	15	19	66	19	47	21.00	77%	0%	20%	0%	2%	2%	0%	0%	0%	0%
Talbot County	12	12	9	3	24	4	20	22.00	75%	0%	25%	0%	0%	0%	0%	0%	0%	0%
Unknown	0	1	0	1	1	0	1	0.00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Washington County	75	107	59	48	182	120	62	36.00	68%	0%	32%	0%	0%	0%	0%	0%	0%	0%
Wicomico County	45	41	24	17	86	22	64	44.00	69%	2%	28%	0%	0%	1%	0%	0%	0%	0%
Worcester County	20	29	19	10	49	15	34	39.00	65%	2%	33%	0%	0%	0%	0%	0%	0%	0%
All Jurisdictions:	2329	3180	1925		5509		3588	32.00		0.02%	19.10%	0.27%	0.00%	2.06%	0.00%	0.16%	1.51%	0.27%

Summary Report

S: 98.05%
DHR: 76.59% **CSA:** 0.02% **MHA:** 0.00%
DJS: 19.10% **DDA:** 0.27% **MSDE/LSS:** 2.06%
IP: 0.16%
OP: 0.27%
OOS Private Pay: 0.04%
N/A: 0.24%
O: 1.51%

Note: **S** (Maryland State Agency *DHR, CSA, DJS, DDA, MHA, MSDE/LSS*), **IP** (In-State Maryland Private Pay), **OP** (Out-of-State Private Pay and N/A), **O** (Out-of-State Agency)



FY 2010 CSOMS Status Report - Served By Jurisdiction

Start Date: 07/01/2009 - End Date: 06/30/2010

Referral Agency : All

Provider Name: All

[CSOMS]

Jurisdiction	Population Flow Counts: Children							Leading Referral Agency: % Breakdown of Referrals										
	First Day	Newly Served	Newly Served		Served	Exits	Last Day	Avg LOS (Weeks)	MSDE							In-State Private	OOS Agencies	OOS Private Pay & N/A
			Male	Female					DHR	CSA	DJS	DDA	MHA	/LSS	Missing			
Allegany County	24	19	12	7	43	13	30	42.00	56%	0%	44%	0%	0%	0%	0%	0%	0%	0%
Anne Arundel County	108	98	56	42	206	74	132	56.00	61%	0%	36%	0%	0%	3%	0%	0%	0%	0%
Baltimore City	1,694	1,109	604	505	2,803	795	2,008	64.00	87%	0%	11%	0%	0%	1%	0%	0%	0%	0%
Baltimore County	413	281	151	130	694	232	462	57.00	86%	0%	12%	1%	0%	1%	0%	0%	0%	0%
Calvert County	30	13	7	6	43	13	30	60.00	60%	0%	40%	0%	0%	0%	0%	0%	0%	0%
Caroline County	19	22	18	4	41	13	28	74.00	49%	2%	44%	0%	0%	2%	0%	2%	0%	0%
Carroll County	28	26	18	8	54	23	31	30.00	39%	0%	59%	0%	0%	2%	0%	0%	0%	0%
Cecil County	31	36	22	14	67	35	32	45.00	78%	0%	21%	0%	0%	1%	0%	0%	0%	0%
Charles County	31	44	30	14	75	29	46	36.00	51%	0%	48%	1%	0%	0%	0%	0%	0%	0%
Dorchester County	10	15	9	6	25	7	18	40.00	64%	0%	36%	0%	0%	0%	0%	0%	0%	0%
Frederick County	59	69	38	31	128	68	60	36.00	81%	0%	16%	0%	0%	2%	0%	0%	0%	0%
Garrett County	14	21	13	8	35	21	14	32.00	74%	0%	26%	0%	0%	0%	0%	0%	0%	0%
Harford County	105	76	45	31	181	59	122	58.00	79%	1%	19%	0%	0%	1%	0%	0%	0%	0%
Howard County	34	23	16	7	57	20	37	66.00	81%	0%	11%	0%	0%	7%	0%	2%	0%	0%
Kent County	15	10	9	1	25	12	13	42.00	36%	0%	48%	0%	0%	12%	0%	4%	0%	0%
Montgomery County	218	190	103	87	408	163	245	43.00	79%	0%	16%	0%	0%	3%	0%	1%	0%	0%
Out Of State	99	71	52	19	170	72	98	74.00	2%	2%	1%	1%	1%	2%	0%	0%	79%	12%
Prince George's County	380	307	173	134	687	195	492	47.00	74%	0%	25%	0%	0%	0%	0%	0%	0%	0%
Queen Anne's County	19	9	6	3	28	10	18	29.00	50%	0%	46%	4%	0%	0%	0%	0%	0%	0%
Somerset County	29	24	7	17	53	17	36	55.00	91%	0%	9%	0%	0%	0%	0%	0%	0%	0%
St. Mary's County	47	43	34	9	90	35	55	51.00	81%	2%	14%	0%	1%	1%	0%	0%	0%	0%
Talbot County	20	9	6	3	29	6	23	84.00	69%	0%	31%	0%	0%	0%	0%	0%	0%	0%
Unknown	1	0	0	0	1	0	1	0.00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Washington County	62	93	50	43	155	84	71	37.00	80%	0%	20%	0%	0%	0%	0%	0%	0%	0%
Wicomico County	64	48	28	20	112	48	64	59.00	66%	1%	32%	0%	0%	1%	0%	0%	0%	0%
Worcester County	34	24	19	5	58	29	29	48.00	59%	2%	40%	0%	0%	0%	0%	0%	0%	0%
All Jurisdictions:	3588	2680	1526		6268		4195	55.00		0.02%	17.05%	0.26%	0.00%	1.27%	0.00%	0.14%	2.18%	0.34%

Summary Report

S: 97.34% **IP:** 0.14% **OP:** 0.34% **O:** 2.18%
DHR: 78.76% **CSA:** 0.02% **MHA:** 0.00% **OOS Private Pay:** 0.03%
DJS: 17.05% **DDA:** 0.26% **MSDE/LSS:** 1.27% **N/A:** 0.30%

Note: **S** (Maryland State Agency *DHR, CSA, DJS, DDA, MHA, MSDE/LSS*), **IP** (In-State Maryland Private Pay), **OP** (Out-of-State Private Pay and N/A), **O** (Out-of-State Agency)